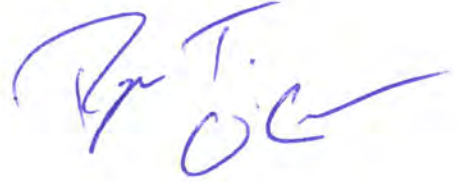


Thank you.

A handwritten signature in blue ink, appearing to be 'R. T. O' followed by a long horizontal stroke.

Ramsey County Service Design Bi-Weekly Update

**Updated Service Delivery Documents Submitted for Approval:
5/15/20**

**County Manager Approved Service Delivery Period:
5/16/20 – 5/29/20**

**Next Submission Date for Updated Service Delivery Documents:
5/29/20**

County Manager Comments

Note: All service redesign documents are approved as submitted unless explicitly modified by the County Manager comments below.

Countywide Comments that Apply to All Areas

- Computer access for residents and integrated walk-up sites expansion is a top priority for Ramsey County as it expands from three emergency walk-up sites downtown to a consistent approach across five walk-up sites in Ramsey County that will be available at Government Center East, Plato Office Building, Ramsey County Library Shoreview, Ramsey County Library Maplewood and Ramsey County Library Roseville.
 - Department-specific building needs are being placed below the priority of opening the walk-up service delivery sites, and other department needs will be addressed in cascading priority following the establishment of walk-up sites that will effectively serve County residents during and beyond the COVID-19 emergency.
 - Ramsey County will continue to explore opportunities to open additional walk-up sites in other neighborhoods across Saint Paul. This effort will likely require partnership with the City and/or School District, and will follow the establishment of the initial five sites identified above.
 - The second priority for building design and access relates to election sites. Following the placement and design decisions of the walk-up sites, election locations and spaces will be prioritized to ensure they are accessible, welcoming and in accordance with public health guidance.
 - Department-specific building needs will be addressed following plans and implementation associated with the priorities listed above, and continued discussion through the service design process ensures that those other needs can be recorded and addressed at a future time.
- Dates on this week's Service Delivery documentation were not aligned with the two-week timeframe and will need to be adjusted for future weeks.

Information and Public Records Service Team

- Many examples of transition to new ways of work in the County Assessor's Office, with hopes that it can be continued forward beyond the COVID-19 emergency. Please clarify in future documentation which of the new approaches are a planned part of the department's long-term service plans.
- Staff capacity issues within Communications and Public Relations is noted. Contract capacity needs to expand to address the expanding needs of Communications, and funding to make this expansion occur is available if a request is made to the Incident Management Team request. The department needs to outline how it will deploy a consortium of contractors to support and augment its core staff so that Communications is able to partner on key work and provide the

support that departments need moving forward. I am happy to discuss this topic in greater detail with the Deputy County Manager and department head, as needed.

- I don't understand the reference in the Administration update to Planning Section "SDD". What does SDD stand for? Can't ensure alignment until I have clarity.
- The Administration Department's ideas to re-open the resource room need to be compatible with the prioritization outlined above in the countywide comments. We will find a way to make these resources available, but need to do so after ensuring space is designed for walk-up services and the resource space and elections.
- The Board of Commissioners is very interested in learning more about technology gaps and the County's work to eliminate barriers for residents, so please continue to provide additional updates about the work between Information Services and Workforce Solutions that can be shared at future Board meetings.
- Noted that Elections is not well positioned to be moved out of Plato at this time. Following the prioritization outlined above in the countywide comments, available space will be identified to ensure adequate elections space is available within the existing building, even if modifications from previous elections layouts need to occur to accommodate the walk-up site and resource center.

Economic Growth and Community Investment Service Team

- The need for administrative support is noted and may need to be a part of the proposed CARE Act implementation plan for Community and Economic Development. Surge capacity involving outside contracts should be immediately considered if internal resources are not sufficient and no redeployment opportunities have materialized.
- The Library approach to re-opening and computer access (plus elections provisions and other departmental service desires) will need to be prioritized according to the Countywide comments listed above.
- The service design modifications proposed by Parks and Recreation for Tamarack Nature Center, park pavilions and county beaches are approved as submitted. Please engage with the Racial Equity and Community Engagement Team to ensure that information about these service changes is being intentionally shared across communities who might otherwise miss the announcement through our traditional government communication channels.
- As employees and departments seek support from Property Management regarding site changes and plans to re-open to the public, the prioritization described above in the Countywide comments should drive those conversations. All specific asks for department modifications to Service delivery should continue to come through this documentation process, and Property Management can direct requesting departments into this process as a way to daylight future plans and seek approval on go-forward approaches.

- Thank you for the specific attention to social distancing of employees on crews throughout the summer. There are examples across the county of significant virus transmission across crews of individuals working in close proximity (in indoor and outdoor environments), and it is important that Ramsey County remind staff to be safe in these settings and in the transportation to and from job sites.
- The CARES funding that will support programs overseen by Workforce Solutions will be integral to addressing the issues for youth – particularly youth of color – that you raised in your documentation. Thank you for your rapid attention to this summer employment and engagement issue.

Strategic Team

- It is concerning if there were calls answered in the County Manager's Office that were then redirected to lines in which a department did not respond. Please confirm that this issue has been addressed with the specific departments or let me know if additional follow-up is required to ensure this is not an issue moving forward.
- Redeployment of administrative staff to the County Manager's Office that will ensure adequate administrative coverage and back-up is important, and I believe progress made during the past few days ensures plans for support are now in place. Please continue to raise this issue if problems persist.
- Co-working spaces are being planned as a part of the future state for Ramsey County employees, but that work will not begin in earnest until the five identified resident-serving delivery sites and resource centers are fully operational.
- Finance's recognition is appreciated that consistent processes and understanding around spending authority and budget adjustments will be important during the second half of 2020. As COVID became an emergency issue early in the year, budgetary flexibility existed to initially focus on the emergency response, but the budgetary reconciliation associated with that response will become increasingly important during the months ahead.
- Please confirm that Human Resources is working with Information Services to address the technology issues that were highlighted in the documentation.
- The online trainings and new employee orientation sessions that served hundreds of County employees were outstanding. Great work and thank you for building a connected organization even when we are unable to gather in the same physical space.

Safety and Justice Service Team

- Every call into the Emergency Communications Center presents an opportunity to think about how racial equity plays out in this important emergency, community-facing role. I will talk with the Racial Equity and Community Engagement Response Team to think about opportunities to further consider equity as a part of the department's operations, and I will follow-up with the Deputy County Manager with additional thoughts or suggestions.

- Prioritization across Public Health and Emergency Management will remain important, so please continue to ensure repetitive, clear and constant communication around prioritization of supplies and equipment to limit the level of misunderstanding that naturally occurs during an emergency response.
- It would be appreciated for the Medical Examiner to provide regular updates to the Deputy County Manager regarding capacity at the morgue so that it can continue to be monitored in the weeks and months ahead.
- It would be appreciated if the County Attorney's Office could provide service updates on future documentation regarding the justice reform work and re-opening of the Courts so that it is clear how these issues will impact current and future operations within the County Attorney's Office.
- The Sheriff's Office report (and the report submitted by Corrections) shows effective cross-functional partnerships occurring on a range of important COVID-19 emergency response topics. The partnership and collaboration is appreciated.
- The expanded COVID testing requested by the Sheriff's Office is addressed in the Correctional Health section of the Public Health documentation. I am pleased to see that expanded testing is now able to be implemented at the Adult Detention Center as requested.

Health and Wellness Service Team

- The Deputy County Manager should work closely with Corrections on potential redeployment scenarios identifying what, if any, opportunities for internal redeployment exist to address anticipated department needs. It will be difficult to redeploy from other areas of the organization into Corrections to meet those needs.
- The County Board is very interested in the topic of technology gaps and efforts by departments to address those issues, so any future updates from Corrections about the specific work with Youthprize and the number of youth served through this effort will be appreciated.
- Financial Assistance Services references waivers that "will end" and result in increased workloads. Please confirm through the Deputy County Manager that these waivers are identified and a part of the process that elected officials and staff are working to keep in place beyond the immediate COVID-19 emergency. The goal is to not have these waivers end.
- The Financial Assistance Services Tier 1 and 2 staffing plan is a strong step forward. Thank you. Additional modifications may be needed as additional walk-up sites open in a consistent approach across Ramsey County, and the Deputy County Manager should continue working with the Incident Management Team to ensure that Financial Assistance Staff needs and capacity are a part of the service center design plans.
- The Deputy County Manager should work with the Housing Stability Office to identify the specific family shelter policies in need of evaluation and possible revision with the County Manager so that these conversations can begin soon.

- The Deputy County Manager should work with the Health and Wellness Administrative Division to clarify what is meant by "early childhood resources – COVID responses for young children" in the racial equity impacts section.
- It is good to see alignment between the request from the Ramsey County Sheriff's Office and expanded testing from Public Health to support the work within detention settings.
- An e-signature solution is being finalized for the entire county that will benefit Public Health in addition to other departments across the organization. It should be implemented on an expedited timeline, and the Deputy County Manager can get additional information about this technological solution and timeline from the Technology Governance Committee.
- Social Services should continue to work on the prioritization and availability of PPE in accordance with Public Health guidance.
- The Deputy County Manager should work with Social Services to develop limited face to face service delivery approaches in the areas of adult protection and family support. It appears that limited face to face interaction is integral to successful service delivery, and it would be helpful to design and implement an approach that is safe for residents and employees that can be outlined and requested for implementation in future service delivery documentation.
- PPE supplier relationships at Lake Owasso Residence and the Ramsey County Care Center are important but must be addressed in a coordinated response through the Incident Management approach with Logistics. Thank you for the work to follow-up directly with logistics on this important work.
- I agree with and want to underscore the Deputy County Manager's comment to Veterans Services regarding long-term planning that can be shared in future Service Delivery updates.
- Are there any service delivery numbers that Veterans Services can publish in the service delivery documentation to show volume since the start of COVID-19 as compared to before the emergency, or changes week over week in service numbers during the emergency period?

WEEKLY SERVICE DELIVERY CHECK-IN

COUNTY WIDE THEMES

Reoccurring Themes

1. SERVICE DELIVERY

- Much of the service delivery redesign department plans outlined in earlier weeks have already been implemented and operations are stable. No major service delivery changes have occurred this week.
- Departments have put in place measures to meet social distancing guidelines for staff engaging with service users/clients.
- Continuing to review current service delivery protocols, guidelines and processes for needed adjustments while planning for the anticipated rise in demand for services (i.e. Financial Assistance and Workforce Solutions)
- Working to strengthen partnerships between the county and community organizations and service providers. The county is also increasing its outreach and engagement to community (i.e. virtual townhalls, committees).
- Working to continue removing barriers (i.e. childcare, financial need, access to food, housing) through adjusted policies, rules and overall program provision for residents.
- Continuing to stay up-to-date and implement updated guidelines coming from the State.

2. STAFFING AND RESOURCE NEEDS

- Demand for essential county services (i.e. public assistance) will continue to rise, impacting the workload of frontline staff. Departments are currently working on identifying staffing resources to meet this anticipated demand.
- Departments are receiving more PPEs but need to continue to ensure an adequate supply across the organization.
- Internal staff resource demands are growing (i.e. Communications support for messaging, outreach and updates to community).

3. TELECOMMUTING AND IS QUESTIONS

- Teleworking for approved staff is working well.
- Virtual meetings among staff and with service users are increasing.
- There are still many residents being serviced by the county who do not have adequate access to technology for efficient communication, accessing paperwork, etc. Departments continue to assess technology and accessibility barriers that may prevent clients from participating in virtual group opportunities.

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

County Assessor

1. Describe how service delivery went this week. What has been working well?

- Department operations are quite stable. It's been inspiring to watch the appraisal teams embrace the new virtual appeal model. This time of year, is historically very busy and stressful with a large volume of property owners reaching out to us to discuss, question and appeal their valuations. The transition to virtual reviews has gone exceptionally well thanks to the resiliency of staff and support of IS. Statistics are showing that appeals may exceed last years numbers and staff are keeping pace with the work load. The Land Records section has been working well remotely, staying current with service requests from residents as well as internal customers. New process efficiencies have been designed and implemented with land split, combinations and new plat process which changes it to an electronic format and affords additional benefits such as increased accuracy and digital storage of documents.

2. What has been challenging or concerning as you implement new service delivery approaches?

- The restriction on interior inspections has required creative alternatives in the few cases where the property owner is unable or unwilling to provide interior pictures. We are working closely with the property owners to come to an acceptable alternative that meets statutory requirements for reviews.
- We will be conducting the annual Special Board of Appeal and Equalization virtually this year. We surveyed the board members and 50% do not have the technology at home to conduct video meetings. We are exploring options using conference calls which the Department of Revenue has allowed meeting the Open Meeting Law requirement.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- No significant changes.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- We are continually monitoring and evaluating our service changes to identify any potentials that could negatively affect racial equity.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- None at this point in time.

Deputy County Manager Comments

- Reviewed. No comments.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Communications & Public Relations

1. Describe how service delivery went this week. What has been working well?

- We continue to adjust to remote work and expand our use of MS Teams. Things continue going quite well in this area.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Prioritizing work continues to be an ongoing challenge – especially as new requests and initiatives come online.
- Restating from last week's form: New communication demands for RECERT and Food & Basic Needs efforts require new general Communications resources (staff or contract).
- Restating from last week's form: New demands for external and internal dashboards for the Open Data Portal will require new staff resources to assist the coordinator.
- After several weeks, fatigue has shown itself to a real and sustained a factor across the department in our work as we continue being oversubscribed. Some are carrying excessive amounts flex time and are unable to find opportunities use it or other earned time off due to daily work demands and obligations. Staff are feeling that rescheduling or delaying tasks to fulfill pressing obligations will ultimately compound into additional time and effort that will 'put us farther behind'.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- We expect to be making an offer to a Communications Associate to support Workforce Solutions next week.
- We are extending a general communications contract for support – this will help with the transition in Workforce as we bring on the new associate and with CARES communications support through and beyond the transition period.
- We will need more skilled and qualified help – particularly as CARES efforts come online.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Restating this from last week's form: Adequate staff support will be needed to provide responsive and successful partnership with the RECERT team. Communications is currently over-capacity. RECERT efforts are an area that requires immediate attention and capacity for strong relationship building will be necessary from the first step onward. There is a risk that if we are not adequately responsive or able to prioritize this work highly enough, that we could disappoint, fall short of expectations and/or breach trust of our valued community partners.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Restating this from last week's form: 0.4+ FTE-worth of staff to support Open Data Portal Coordinator as demands ramp up. Hoping to achieve this through redeployment.
- Support through redeployment – or possibly contract – for 1 FTE of support in Government Relations beginning in the next few weeks.
- We have made these requests through the redeployment effort.

Information and Public Records

Week 9: May 10 – May 16



WEEKLY SERVICE DELIVERY CHECK-IN

Deputy County Manager Comments

- Reviewed. No comments.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Administration

1. Describe how service delivery went this week. What has been working well?

- Department operations continue to be very stable under our current service delivery model.
- Volume of customers arriving at the Plato building to pay property taxes increased last week, but the majority were successfully redirected to the Dropbox.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Employee concerns about safety as we look towards transitioning our services from the Plato conference room to the service counters.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- We would like to begin allowing limited access to the Resource Room for Abstractors, Title Company Representatives, and Attorneys. All historical records are NOT available online but reside in the Resource Room. They perform research to write a title opinion or ownership report. They must certify their reports and prefer to personally inspect our records rather than rely on communication from our staff. We would like to offer this option by appointment only, only allowing 1 person in the room at a time. We would identify the critical nature of their work prior to allowing them to access the room. We do not expect more than a handful of people per week.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- We continue to monitor and evaluate our redesigned service delivery model to identify any potential aspect that might have an impact on racial equity.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Pending a Public Health assessment.

Deputy County Manager Comments

- We happily postponed opening the payment processing counter pending a PH assessment and training that Kathy H said is required. (Staff and I are comforted to have this requirement in place!) Hoping the Planning Section SDD work will address this otherwise not sure where to address it.
- Reviewed. No other comments.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Information Services

1. Describe how service delivery went this week. What has been working well?

- The Capability Teams have been great partners throughout the rapid response move to remote work and in the service redesign initiatives.
- Health & Wellness Admin and Corrections Application Maintenance Team (AMT) have gone above and beyond as partners in defining, delivering and supporting the technology changes and redesign efforts across H&W.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Nothing insurmountable.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- No significant changes.
- Normal course of maintenance and upgrade cycles require IS to be physically present in all county facilities and we are partnering with Public Health for expertise in how best to protect our staff and the staff and residents in the various facilities while we are onsite maintaining and implementing technology.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- IS will be supporting Workforce Solutions in their WFS Cares Funding projects in areas such as closing tech gap for our residents who lack technology access and digital literacy to upskill, interview, and job search.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- We are grateful for the staff safety planning assistance from the Public Health organization!

Deputy County Manager Comments

- Reviewed. No comments

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT Property Tax & Elections

1. Describe how service delivery went this week. What has been working well?

- Tax Accounting: All staff have the ability to work from home and have a web camera available to them; we have been conducting team meetings via Teams.
- Examiner of Titles: Service delivery has been smooth - we have surpassed 100 electronic examiner approvals.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Elections: Governor Walz signed the Safe and Secure Conduct of 2020 Elections bill (HF3429) on 5/12. The bill requires filing officers to accept payment of applicable filing fees electronically. As electronic payment was not previously an option, the elections team is working to identify avenues to provide this service starting 5/19.
- Tax Accounting: As most tasks are paper driven, we are beginning to look at transitioning these tasks to paperless or streamlined workflows. Currently, staff are alternating visiting the office to retrieve or sign paper documents.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- Elections: Candidate filing begins May 19. Ramsey County Elections will be offering this via mail, fax, electronic submission, and in-person by appointment. In-person filing will be conducted via curbside. Elections has been working with the Communications Team to inform the public about these options.
- Examiner of Titles: Implementing remote video staff meetings as maintaining communications and morale among staff has been challenging.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Elections: Working to include a translated section on the Vote by Mail postcard set to go out to Ramsey County residents for accessing vote by mail materials and for registering to vote.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Elections: Guidance from Public Health for bringing back employees starting June 1.
- Elections: Additional office and warehouse space to accommodate the dramatic volume of ballots processed through the mail.*

Deputy County Manager Comments

- * Elections staff are working with property management. PH should be brought in according to established protocol – when property management is called they should notify PH. That is not always the case. Would like to keep elections in the same building. So, we're looking at options within Plato.
- Reviewed with no other comments.

WEEKLY SERVICE DELIVERY CHECK-IN

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN**Community and Economic Development****1. Describe how service delivery went this week. What has been working well?**

- Following news of additional federal resources, CED is planning a more robust small business relief fund that can reach small businesses county-wide. CED had much of the program terms in place to be able to pivot on funding sources (see comments below, however, on capacity.) Remote working has worked to convene parties to advance this effort.
- Partnerships are continuing to grow out of the crisis including a partnership around technical assistance called Economic First Responders.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Small Business Relief Fund is a big administrative lift and we are at capacity as we get contracts off the ground, an outreach plan in place, and formulate program materials to meet timelines that are critical for the business community.
- Clarity around full time admin support still pending.
- In addition to the Small Business Relief fund, the Business4Business public-private program with Hennepin, Washington, Anoka, and Carver County is underway. A team of elected officials and business leaders will need to be identified to make the ask of our businesses to partner.
- Vision plan, redevelopment projects, and other CED related work continues which at times feels overwhelming when layered on COVID response work.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- We need to identify additional administrative support to ensure programs can be launched quickly.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- The Small Business Relief fund and future economic recovery initiatives are intended to help support minority business enterprises through the COVID crisis. CED is working with MCCD, the Alliance for Metro Stability, and our Racial Equity Team for an inclusive outreach strategy.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- CED is working to get contracts off the ground immediately to begin communicating the small business relief fund to all of our business community.

Deputy County Manager Comments

- Reviewed and no comments to add.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN**DEPARTMENT**

Library

1. Describe how service delivery went this week. What has been working well?

- Continued delivery of digital and physical resources and reference services. Taking returns at all libraries.

2. What has been challenging or concerning as you implement new service delivery approaches?

- As use has grown, we are very busy onsite with phones and with materials handling for curbside pickup service, causing some staff exhaustion.
- Limited PPE supplies.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- Nothing new from previous weeks. Continuing planning for computer access at some libraries and curbside access expansion to all libraries. Date TBD.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Nothing new from previous weeks.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- We are working with Property Management, Communications, Public Health to support additional/changed services.

Deputy County Manager Comments

- Orders have been placed for needed PPE and are awaiting fulfillment. Workarounds are in place where needed.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Parks & Recreation

1. Describe how service delivery went this week. What has been working well?

- Tamarack Nature Center online learning offerings are expanding and are being well received.

2. What has been challenging or concerning as you implement new service delivery approaches?

- No new challenges to report.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- Parks is recommending RC public beaches remain closed at this time as the safe social distancing of individuals on the beach and in a controlled swim area may be impossible to achieve. Parks will continue to monitor the practices of other regional park agencies that operate public beaches and will reconsider recommending the opening of unguarded beaches this summer, as driven by experience with adherence to social distancing.
- Parks is recommending that the first two sessions of Tamarack Nature Center day camp be shifted to August. It is recognized that people are undergoing financial hardship, therefore an option to refund camp fees will also be made available to reservation holders. Parks also recommends that Tamarack Nature Center offer groups registered for programming through June the option to switch to virtual programming, cancel with full refund, or reschedule to August for potential in-person programming with modifications.
- Shelters and pavilions hold gatherings of 50 or more people which is not allowable at this time, but the facilities can be used by smaller parties if desired. Parks is recommending that park shelter, and pavilion rental facilities open for reservations for parties of 10 or fewer, aligned with Executive Order 20-56. Updated signage will be posted. Existing reservation holders for larger parties will be offered the opportunity to transfer reservations to a later date during this rental season or to receive a refund.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- No new impacts to report.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Parks does not have additional resource requests at this time.

Deputy County Manager Comments

- I agree with and appreciate the staged approach to service delivery modifications.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN**DEPARTMENT****Property Management****1. Describe how service delivery went this week. What has been working well?**

- No change in services. A few compliments from employees to building staff for their service in cleaning/disinfecting buildings. 😊

2. What has been challenging or concerning as you implement new service delivery approaches?

- Not related to new service delivery by us, but many inquiries from tenants/departments for assistance to them in determining how they can expand public and employee access and use of buildings.
- As more staff have COVID-19 symptoms, get tested and receive positive test results it would be beneficial to have a "what to do" guide that clearly lays out the notifications and steps for managing the process.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- None.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- No changes.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- As work progresses and the "go live" dates are established for public PC resource centers we need to ensure we receive the necessary disinfecting supplies and PPE. Staffing appears to be adequate for the first three locations.

Deputy County Manager Comments

- Reviewed and no comments to add.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT Public Works

1. Describe how service delivery went this week. What has been working well?

- No change from previous weeks.

2. What has been challenging or concerning as you implement new service delivery approaches?

- No change from previous weeks.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- As we approach summer, our workforce increases with the number of summer laborers hired to assist in the maintenance of our roadway system and engineering technicians that we bring in to help with construction projects. We are not proposing significant changes to our service delivery model but will be working with Public Health to follow appropriate health safety guidelines as we have more workers in closer proximity to one another while in vehicles or in the work that they are doing in the field.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- No change from previous weeks.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- No change from previous weeks.

Deputy County Manager Comments

- Reviewed and no comments to add.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Workforce Solutions

1. Describe how service delivery went this week. What has been working well?

- We are finding ways to improve existing virtual resources for all of our programs whether it be an online workshop, material to review, YouTube clip, etc....
- Telework model for staff and services is working well in terms of a basic approach, communication, accountability and customer service.
- Staff are feeling more confident providing services from home and have found effective ways to coach and support participants in doing their career/job search activities from home.
- Trend in the Virtual Career Lab is that there are less UI calls and the Career Services and Program referrals are more in depth and substantive.

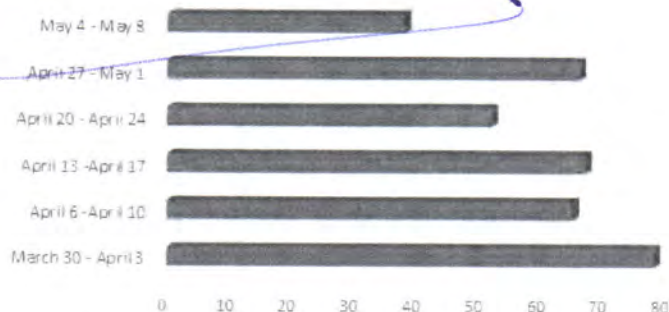
Workforce Solutions Virtual Career Lab

April 27 - May 8



*Career Services (job search) and Program services are now surpassing the Unemployment Insurance Questions.

Week by Week Virtual Career Lab Services Total



*Call volume has decreased (particularly UI questions), however Career Services (job search) and Program referrals are now more in depth and last longer.

WEEKLY SERVICE DELIVERY CHECK-IN**2. What has been challenging or concerning as you implement new service delivery approaches?**

- Parents in our programs are starting to share that helping their children with distance learning and not having a strong social network during this time is tough, so then working in program and job search is difficult and overwhelming for them. Our staff are taking a supportive role and wellbeing approach.
- Participants that are accustomed to public transportation or having to use public spaces share that they uncomfortable being in close proximity to others right now, so many are not going anywhere even when they need to or should.
- As we look at more and more virtual resources and services, we have to ensure all learning styles and levels are included. A one size fits all will not work, so continuous efforts to finding tools that match all of our participant needs can be challenging. (ie: short clips vs full workshop, language, tech access, home situation, etc..)
- Staff are beginning to express that they miss their teammates. We are planning and implementing a variety of interactive ways to connect them more than just a team meeting and with their participants.
- We still serve a fair number of people with low to no access to technology, making copies, etc...
- We've unencumbered a contract in MFIP for professional services in order to free up funds for program delivery.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- None

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Trying to pivot our youth work experience and ensuring they are able to participate in programming this summer. We serve primarily youth of color who need income for their own wellbeing or supporting their family.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Still working to revamp our website in anticipation of increased volume in the coming weeks and months.
- Ensure we have adequate staffing as we work through CARES funding projects and our existing programs get the time and attention they need.

Deputy County Manager Comments

- Reviewed and no comments to add.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

County Manager's Office

1. Describe how service delivery went this week. What has been working well?

Admin Team

- The Admin Team brought back one of the three administrative staff members that have been assisting the IMT Planning Team in order to assist with the shortage of reception coverage. It has helped to distribute the coverage and admin support tasks among every member of the team that is onsite.
- Remote county board meetings continue to be working well with few issues.
- Walk-ins and phone calls continue to be mostly light. Drop box mail is hefty at times, particularly during the first day or two of the work week with the vast majority directed to Courts:

SERVICE	Mon 4/27	Tue 4/28	Wed 4/29	Thu 4/30	Fri 5/1	TOTAL
Walk-ins	0	0	2	0	0	2
Drop box mail	10	3	3	1	0	total = 17 City StP = 0 Courts = 11 H&W = 2, County Board = 1, TRASH = 3

SERVICE	Mon 5/4	Tue 5/5	Wed 5/6	Thu 5/7	Fri 5/8	TOTAL
Walk-ins	0	0	1	0	1	2
Drop box mail	10	11	2	2	3	total = 28 City StP = 3 Courts = 25

Policy and Planning

- Working remotely is going well for all Policy & Planning and Planning Functional Team (PFT) members and they continue to work on two priority areas: housing and food & basic needs security.
- P&P members continue to support the service redesign work, as well as Racial Equity & Community Engagement and Compliance & Oversight teams. In addition, P&P analysts continue to provide on-call weekend coverage.
- In addition to COVID-related work, P&P members are working on:
 - Census work: Establishing grant agreements with 18 awardees. RCO reviewing legal authority to disburse funds. Have prepared RBA for Board to authorize the CM to approve disbursement.
 - Immigration: Finalizing grant agreements with community organizations to provide wrap around services that includes outreach and education on impacts of COVID-19 on immigration detention, removal proceedings, access to government benefits/programs and more.
 - Strategic Plan: finalizing the countywide Strategic Plan
 - Resuming performance measurement work with each service team
 - Criminal Justice Reform work: CJCC, Bail Reform and Burns Institute

WEEKLY SERVICE DELIVERY CHECK-IN**2. What has been challenging or concerning as you implement new service delivery approaches?**

Admin Team

- One day during this period, we had three trash items that were thrown into the drop box in one day; not seeing it as any pattern at this point.
- The County Manager's Office administrative support team was down to 2 people to cover the administrative support functions and reception desk, due to 3 members working fulltime for the IMT Planning Functional Team and 1 member out ill. As a result, 1 member returned from IMT to help ensure adequate office coverage.
- Currently with 3 admin staff rotating the reception/phone coverage, there is no margin for illness or other absence in order to assure each person can work remotely one day/week. We would like to get sufficient coverage so that everyone could remote at least two days a week to minimize risk of exposure and to keep office staff safe and healthy. We are in discussions with the County Board office about assisting reception desk coverage, and a redeployment request was submitted HR for additional administrative staff.
- There had been a few phone calls received from angered residents who needed immediate assistance from other departments, and in the process of seeking the appropriate staff to handle these calls, it was often discovered that several attempted transfers went to unanswered phones leaving our office without direction on where to send the callers for assistance. The frequency of unanswered lines has been a complaint of some of these calls who said they cannot reach the people they need to be connected to.

Policy and Planning

- PFT capacity has been reduced due to PFT members supporting specific projects/teams and Policy team work. We may need to supplant this capacity if expected to continue to handle general problem-solving requests.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Admin Team

- None are planned for next week. We are pursuing adding staff to build into the coverage rotation schedule that allows all members to work remotely two days/week.
- We are seeking additional PPE for Office staff consistent with Public health best practices.

Policy and Planning

- PFT food & basic needs workgroups transitioned to Operations. Parts of this work remains in Planning where we are working with Communications on website and overall communications strategies, as well as assist community partners with funding opportunities on the www.ramseycountymeansbusiness.com webpage.
- Overall, PFT reduced its membership, thus reducing PFT capacity. We hope that we have the authority to backfill support team members through the redeployment survey and requests through executive team, directors, and supervisors/managers.

Strategic Team

Week 9: May 10 – May 16

WEEKLY SERVICE DELIVERY CHECK-IN

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Admin Team

- This can be tied to the issue explained in # 2. Without knowing the racial make-up of our callers, many needed medical or property assistance, and could have been from disadvantaged communities and/or communities of color. From our experience, those who called seeking assistance may have had a greater challenge in accessing services that they needed, possibly due to the service delivery redesign. We are reviewing the calls received where difficulty was encountered so we can get the right resources/contacts to better serve our residents.

Policy and Planning

- Policy & Planning and PFT members continue to uplift our racial equity work and ensure that racial equity remains at the forefront in all that the county does, in areas such as service delivery redesign, planning and implementation. Team members are dedicating significant time to examining the racial equity impacts on service delivery, access to food and basic needs and housing.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Admin Team

- Continuing to look for administrative staff than can be part of the office reception rotation, allowing everyone the opportunity to work remotely.

Policy and Planning

- With a reduced PFT staff, remaining team members will monitor capacity to handle problem-solving requests. If more capacity is needed, PFT members will work with Planning Chiefs to request additional staff supports in the upcoming weeks.
- As we think about longer-term service delivery redesign locations, we should also take into consideration "co-working spaces" for staff for internet access/print/scan/copy needs as well as privacy, mental and social health, and ergonomics.

Deputy County Manager Comments

- Reviewed and no further comments at this time.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Finance

1. Describe how service delivery went this week. What has been working well?

- Continued to participate in the Finance subcommittee for PAG. Working on a communications piece to represent the needs of the entire county at the various levels of government.
- Submitted weekly Finance Report to leadership including payroll.
- Developed new one-page Finance report that was sent to the board and will be published next week.
- Completed the first vacancy report with Controllers and submitted it to leadership.
- Revenues in process: Pohlad Foundation (Housing), Telehealth (Correctional Health and SSD), MDH \$150M (LOR and Corrections); DHS Housing funds for May; Federal Disaster Recovery; Emergency Food and Shelter National Board Program
- Met with the Compliance Oversight Team twice. Working on a final payroll report.
- Procurement finalized contract with InterContinental and Holiday Inn. Working on the Best Western.
- Went to the Board and continue to work on plans for the \$96M CARES Act funding, including proposals for investments in Workforce Solutions, Financial Assistance and Small Businesses.
- Secured a lead finance team for Housing/Homelessness.
- Sending a memo to SMT and purchasers regarding requirements for larger purchases on Friday, May 15.
- Provided information and talking points regarding the CARES Act funding for testimony at the Senate.
- Established process to approve IT related projects directly related to COVID-19.
- Started a Disaster Cost Recovery Committee including Emergency Management, Finance, Compliance and Risk Management to help track revenue sources and ensure we are properly documenting costs.
- Procurement continuing to handle all emergency and regular procurements to date.
- Large shipments of masks ordered at the beginning of the pandemic are now being delivered.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Service Teams are getting nervous about spending authority and budget adjustments. We have been meeting with the Controllers and have developed a process. We will provide written guidance next week.
- We are working to figure out a way to assign all revenues to specific line item spending. This is ongoing and will need input from many including the Controllers and Emergency Management.
- Workload has been challenging but still manageable.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- None

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- We continue to process all our checks and payments within normal guidelines so individuals and businesses should not be impacted.
- We have weekly all staff GoTo meetings and that has been good for engagement and connection.

WEEKLY SERVICE DELIVERY CHECK-IN

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- None

Deputy County Manager Comments

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Human Resources

1. Describe how service delivery went this week. What has been working well?

- Inclusion of HR at the Housing Operations table has been very helpful to be more proactive with staffing respite and hotel shelters.
- Big shout-out to Diversity, Inclusion and OD Team on their first virtual training with attendance of more than 75 people and hosting 110+ employees at New Employee Orientation this week.

2. What has been challenging or concerning as you implement new service delivery approaches?

- How to address various technology needs of staff who may not have access to microphones/webcams to access virtual training as more online training becomes available.
- Onboarding new employees in a remote work environment.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- None at this time.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Continuing to monitor for racial equity impacts in staffing.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Identified a potential staff resource to assist with Cornerstone and instructional design experience; reaching out through redeployment.

Deputy County Manager Comments

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

ELECTED OFFICE

Sheriff's Office

1. Describe how service delivery went this week. What has been working well?

- The framework for our response remains the same and there continues to be steady increases in service demands.
- The Sheriff's Office continues to report bookings and population numbers for the Adult Detention Center (ADC) online at ramseycounty.us/covid-19-info/justice-system-collaboration-response-covid-19.
- In this reporting period, it was National Correctional Officers Week and National Police Week. In 2019, six Correctional Officers and 146 police officers lost their lives in the line of duty nationwide. Traditional events could not take place.
- Unsheltered/homeless outreach efforts continue, including meal service to various unsheltered/encampments as well as outreach efforts in the skyway system.
- Sanitation efforts—including porta-pottie and washing stations—continue to be provided at homeless camps.
- The Sheriff's Help Team continues to respond to community needs, including pick-up and delivery of prescription medication, pre-paid food, and groceries; delivery of food, medication, and other essentials.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Allowing various criminal justice professionals (attorneys, probation, public defender, mental health, parole, etc.) to continue to have access to inmates (remotely) continues to be challenging due to technology limitations, lack of wireless networking (Wi-Fi), and poor cellular service in parts of the ADC. The Sheriff's Office continues to work on alternate technology options to allow these critical appointments to continue to happen.
- The Sheriff's Office continues to be actively involved in the fines and fees work. During COVID-19, remote visitation fees have been reduced to \$2 for 20 minutes.
- The Sheriff's Help Team provided food that was culturally appropriate during Ramadan.

3. What service delivery modifications (if any) will you need to make for next week and why?

- The inmate population has already been reduced significantly and modifications are already in place to recreation schedules, inmate housing options, and sanitation.
- The Sheriff's Office and the Minnesota State District Courts held the first video court hearings for selected cases. This has been in the works for several weeks and the first hearing was scheduled for May 12, 2020.
- Emergency response/patrol functions continue to be performed with proper safeguards.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your elected office's service delivery approach? What about racial equity impacts for staff in the elected office as you implement redesigned services?

- People of color are disparately represented in the criminal justice system and are more negatively affected by COVID-19. The Sheriff's Office continues efforts to ensure all inmates and staff members remain as safe and healthy as possible.
- Staff morale remains good despite the risks faced by the majority of employees.

5. What new or additional supports and resources are you hoping to access to implement your elected office's service delivery vision?

- Wireless networking (Wi-Fi) in the ADC would allow those in-custody to more easily communicate with family, friends, and professionals, like attorneys, social workers, case workers, etc.
- COVID-19 tests would be helpful.

Deputy County Manager Comments

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Emergency Communications Center

1. Describe how service delivery went this week. What has been working well?

- 9-1-1 and non-emergency call center functions were business as usual.

2. What has been challenging or concerning as you implement new service delivery approaches?

- No significant challenges or concerns.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- No known service delivery modifications.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- It is difficult to identify or quantify any external facing services that may have a racial equity impact.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- No new or additional support or resources to implement at this time.

Deputy County Manager Comments

- Reviewed and no comment at this time.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Emergency Management & Homeland Security

1. Describe how service delivery went this week. What has been working well?

- Internal operations are going well. We are able to monitor events in the county and municipalities, and react in a timely fashion.
- We are on-boarding our new Critical Infrastructure and Grants Coordinator (hired months ago, but started this week).

2. What has been challenging or concerning as you implement new service delivery approaches?

- On-boarding is a challenge. With the team distributed remotely, it is hard for him to get to know the functions and people. Also I see this as one major hurdle going forward organizationally. Once employees are trained in systems and processes, remote work is simple. Until then, the situation imposes some difficulty.
- The State of MN is now shipping items to us unsolicited. This poses a storage and distribution problem.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- There will be more in-the-office time as we get new employee up to speed. Otherwise, our systems continue without change over last report.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- No changes over last report.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- No new needs.has
- Will need some assistance with prioritization for materiel from Public Health. No other major needs at this time.

Deputy County Manager Comments

- Reviewed and no comment at this time.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT Medical Examiner

1. Describe how service delivery went this week. What has been working well?

- All is going well. No changes have been made.

2. What has been challenging or concerning as you implement new service delivery approaches?

- No new service delivery approaches were made.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- No service delivery modifications are needed.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- The service delivery approach has remained the same. We are able to accommodate cultural traditions for all the residents we serve.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- No new or additional supports and resources are needed at this time.

Deputy County Manager Comments

- Reviewed and no comment at this time.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

County Attorney's Office

1. Describe how service delivery went this week. What has been working well?

- No change from prior reports.

2. What has been challenging or concerning as you implement new service delivery approaches?

- No change from prior reports.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- No modifications currently contemplated.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- No observed impacts.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- None at this time.

Deputy County Manager Comments

- Reviewed and no comment at this time.

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT Community Corrections

1. Describe how service delivery went this week. What has been working well?

Department

- The department continues to provide services and be accessible to all our clients in the community and those at the RCCF and JDC. Our facilities populations have remained stable at 65-70 clients (RCCF) and 15-20 (JDC) over the past several weeks. To date, we have thankfully not had any confirmed cases of COVID-19 with clients or staff at the RCCF or the JDC. We have also fortunately not had any reported or confirmed cases within our field services staff (probation officers-PO's, assistant PO's, support staff and supervisors). Safety for all our staff and clients continues to be of utmost importance. Leadership across the department continues to meet virtually at least several times per week and remains in consultation with officials and experts from Public Health, Human Resources, Second Judicial District Courts, the MN Department of Corrections, the MN Association of Community Corrections Act Counties, Health & Wellness Service Team Leaders and other justice leaders, neighboring agencies, and a number of community partners.

Adult Probation

- Adult agents are continuing to see clients per contact standards using social distancing and virtual communication platforms. Agents report that contacts are occurring more often due to the added flexibility for both agents and clients. Clients appear more at ease and the conversations are more in depth.
- Supervision offices continue to have staff on site, daily, complying with safety precautions including social distancing, to address all essential aspects of client services and respond to any emergency requests from clients, victims or community stakeholders.
- With the change to the drug testing guidelines, agents have been testing clients that are potentially posing a risk to the community. Some agents have also begun limited testing outside of the public safety parameters because clients have requested it to help support their sobriety.
- Adult agents received more PPE this week which has enhanced their safety while interacting with clients in the community.
- Restrictions regarding agent contacts at employment sites, treatment centers and halfway houses were modified, agents must continue to comply with health and safety procedures including social distancing guidelines.
- Department secured access to a transport van from the Ramsey County Sheriff's office (with a plexiglass barrier) and a van from County Fleet Services (no plexiglass but large enough for social distancing) for added safety in transporting clients.
- Contract negotiations are in process with a new vendor for Pretrial Services and are expected to be completed by mid-summer.

Juvenile Probation

- Virtual Court proceedings have begun this past week and Juvenile probation staff continue to work with court administration in facilitating the new process.
- Juvenile probation will be working with the Sheriff's department to utilize larger vehicle to transport youth from placement back home. Both staff and clients will wear masks during transports to reduce risk to staff and clients, and the vehicle will be disinfected after each use.
- Agents report increased communication and collaboration with clients and families under the new service model.

Ramsey County Correctional Facility

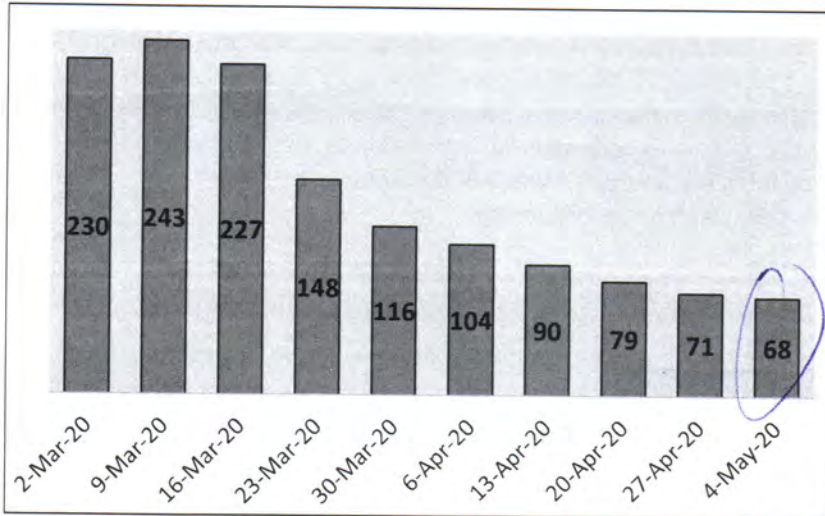
- In order to limit movement, the mixing of staff and residents, and the potential spread of COVID, inmate crews will no longer be used in the kitchen, laundry, and housekeeping.
- Correctional Officers (CO's) will perform all kitchen, laundry, and housekeeping tasks. This includes the increased schedule of cleaning/disinfecting of the facility (including officer and resident spaces) on day and afternoon shifts.

HEALTH AND WELLNESS

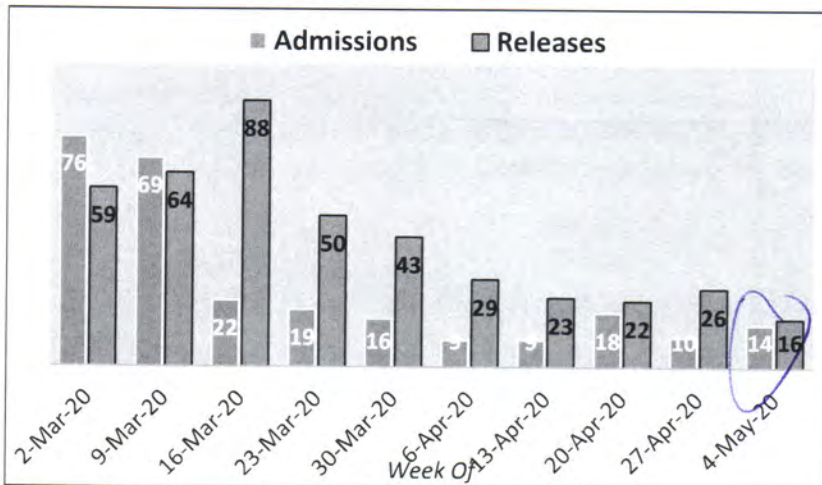
Week 9: May 10 – May 16

WEEKLY SERVICE DELIVERY CHECK-IN

- In addition to RCCF's laundry, the CO's will also do the laundry for the Law Enforcement Center (LEC). There are appropriate backups for this function.
- Leadership is working on strengthening contingency plans to cover food service. The RCCF is currently providing/serving meals for the RCCF, the JDC, and Mary Hall. These plans include training additional CO's to work in the kitchen, strict social distancing guidelines in the kitchen, and keeping RCCF and JDC work crews separate. In the event that any kitchen CO's contract COVID or need to quarantine, these plans will ensure the continuation of meal service to for all three facilities.
- RCCF Daily Population:



- RCCF Weekly Admissions and Releases:



Juvenile Detention Center

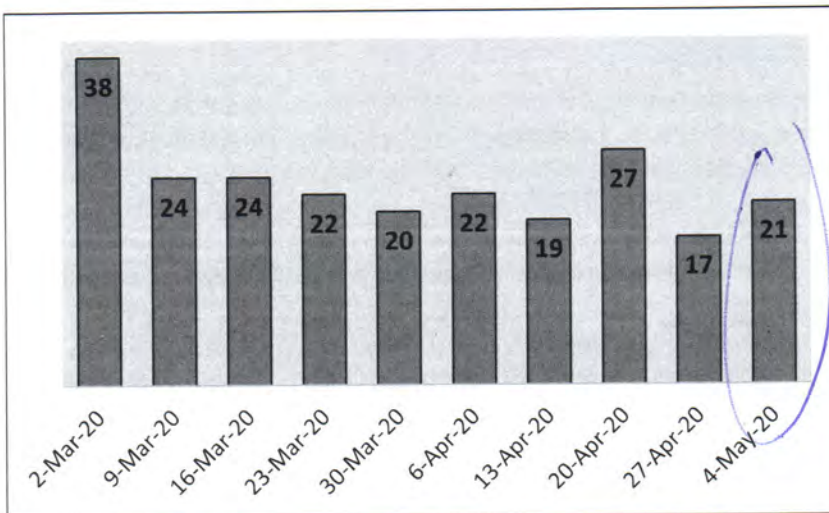
- Collaboration with Juvenile Probation staff continues, reviewing status each resident in custody on a daily basis.
- Large monitors are now in use for students to view instructional materials from SPSS teachers for distance learning.
- All residents in custody are being issued surgical masks daily and replaced as needed.

HEALTH AND WELLNESS

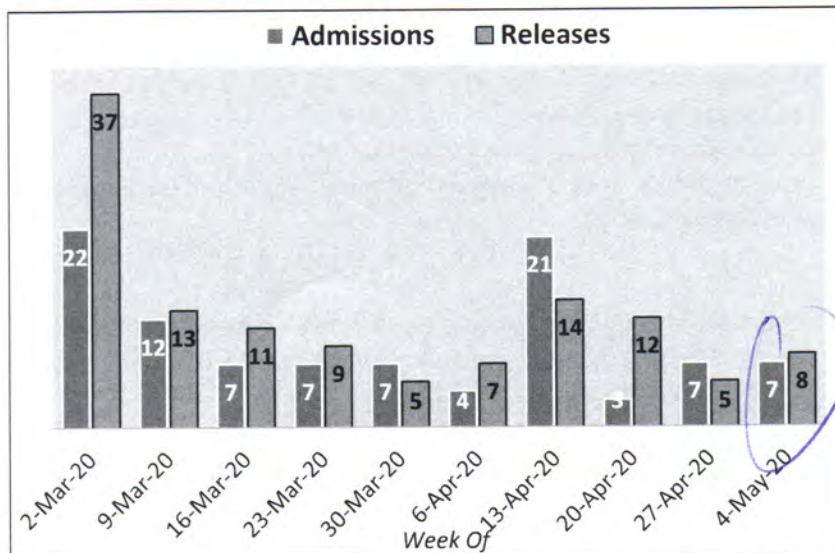
Week 9: May 10 – May 16

WEEKLY SERVICE DELIVERY CHECK-IN

- New resident initial quarantine increased from 24 to 72 hours. Additionally, new residents must wear a mask for 14 days when not in their rooms.
- Continue to limit visitors to facility and staff and professional visitors are screened before entrance.
- Residents continue to have video calls with parents/guardians, attorneys and other professionals.
- Continue to collaborate with Public Health while we look at ways to improve social distancing for youth. Additionally, looking to establish cohorts of residents based on the length of time they have been in custody. The overall goal is to keep new residents separate from those who have been in custody for months.
- Juvenile Detention Center (JDC) Daily Population:



- JDC Admissions and Releases



Administrative Services

- On Monday, May 11th, 2020, the cognitive behavioral unit launched the first of four virtual cognitive-behavioral groups (Decision Points). With assistance and direct observation from one of the Decision Points authors, Dr. Taymans, the first group was fully attended by all enrolled clients who actively participated throughout the session.

WEEKLY SERVICE DELIVERY CHECK-IN

- With the introduction of new virtual groups, 28 clients will begin receiving cognitive-behavioral services. Additionally, those adult and juvenile clients referred for programming without current virtual group capabilities or access will receive individual coaching from cognitive-behavioral unit staff.
- At the time that cognitive group programming was suspended in response to the pandemic, staff from the cognitive behavioral unit began providing individual coaching sessions to maintain client engagement in programming and continue skill acquisition. Since that time, of the 60 adult clients receiving individual coaching, 20 have achieved mastery over content and skills sufficiently enough to transition out of coaching and programming.

2. What has been challenging or concerning as you implement new service delivery approaches?

Adult Probation

- The DOC is developing a Conditional Medical Release Process in response to COVID-19. It is anticipated that up to 500 inmates who are medically vulnerable will be released and it is likely that a number of these releasees will be supervised in Ramsey County. Agents from other areas in the Adult Division will be redeployed to the supervised release units to provide services to the incoming clients.
- Stable housing will continue to be an issue as more clients are being released to the community from the DOC and the RCCF. Our agents will continue to work with clients on housing options and we will rely on the DOC caseworkers to make sure new DOC releasees have a solid housing plan upon reentry.
- ISR staff have been fitted with N95 masks and received surgical masks and gloves, as one of their duties is to provide transportation. As clients are released from the DOC, supervisors and managers will be closely monitoring cases where clients are suspected to be ill or contagious. The DOC has indicated that releasees will be tested prior to leaving DOC facilities. Staff safety will continue to be of highest priority.
- Some agents report concerns that clients arrested in other jurisdictions on warrants are being released prior to plans being established to address probation conditions and requirements in Ramsey County. This can create challenges for ongoing supervision. Once court proceedings resume, our agents will need to collaborate with the courts to address any violations of probation conditions in the most effective manner.

Juvenile Probation

- Of concern is the backlog of cases and how courts will manage/process them. Juvenile Probation has been meeting regularly with the bench on a process to begin doing virtual hearings for youth in the community.
- Placement options, when necessary, for highest risk youth continue to be a challenge. Staff will continue to work with partners in the Health and Wellness Service Team to identify alternative options.

Ramsey County Correctional Facility

- The facility is increasingly dependent on CO's to perform tasks previously assigned to resident work crews. Currently the facility is very minimally using intermittent staff. In the event of illness/quarantine in the facility, adequate staffing must be in place to ensure tasks are completed as required and safety and security is maintained.

Juvenile Detention Center

- Reinforcing social distancing for youth within a pod setting is challenging. Staff are investigating changing furniture and configurations to assist with this issue.
- Google Meets has been made available through IS and AMT efforts, however, the WIFI connection has presented challenges. Leadership continues to work with IS to address this.
- Concerns continue broadly as we enter summer months. The lack of structured activities for youth in the community (rec centers, sports, youth employment) could lead to an increase to youth being brought into the justice system. Several community meetings have been scheduled to seek community wide solutions.

WEEKLY SERVICE DELIVERY CHECK-IN

- For in-custody court hearings, youth are escorted by Ramsey County Sheriff's Department (RCSD) and held in holding cells. Staff are working with RCSD and the courts to establish procedures that keep youth awaiting hearings, safely distanced.

Administrative Services

- While many clients were successful and committed to engaging with staff remotely, some clients have come to be unresponsive and have not maintained contact with the cognitive-behavioral staff. While the services will continue to be offered, we understand that for a variety of reasons motivation, willingness, and ability for clients to remain invested in remote cognitive-behavioral coaching may continue to wane.
- We are continuing to assess technology and accessibility barriers that may prevent referred clients from participating in virtual group opportunities.
- At the onset of the pandemic, existing rapport had been established between cognitive-behavioral staff members and clients which resulted in a successful transition to virtual coaching. As we begin to engage new clients in programming, we will closely monitor client responses and retention as staff work to create a strong alliance with them in the absence of meeting in person for group and individual sessions.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Adult Probation

- Continue to review drug testing protocols to determine if changes are needed to the frequency of testing and/or who gets tested. Staff are also consulting with other local jurisdictions and testing providers on this issue.
- Continue to review response to probation violations to determine if there are appropriate interventions in the community that can be utilized rather than incarceration.
- As DOC continues to release more clients from state correctional facilities into the community, the department and the County will need to respond with adequate resources to manage these cases.
- Corrections is collaborating with other criminal justice partners to explore video options for court hearings. There may be some technology enhancements needed to allow staff to participate.

Juvenile Probation

- Probation Staff will begin to participate in virtual court hearings this week as this new process is initiated.
- Youth continue to participate in community-based programming. All agencies, apart from PINE (our partnership with parks and recreation that exposes youth to outdoor activities) have modified programming to be delivered via face time, phone calls or other virtual platforms.
- Youth are completing "Circles" (a restorative justice practice) at Community Resolve via zoom, staff from Community Resolve are delivering food to families in need, mentors are connecting with youth and families using virtual platforms.
- Functional Family Therapy (FFT) providers have started doing telehealth sessions for youth.
- Family-Wise agency staff members are connecting with youth and families using Zoom to provide virtual wraparound services.
- Community Agency ANEW BAM, has 11 youth participating in groups that meet virtually 3 times per week. They have helped families navigate getting WIFI so ensure youth can continue participating in the computer science curriculum track.
- Another community agency, JK Movement has over a dozen youth connecting with agency coaches virtually, and they are dropping off care packages to families.
- Juvenile probation staff will be preparing more youth for participation in virtual cognitive-behavioral interventions.
- Staff will be continuously reviewing programming and working with community agencies to support interventions for youth during this time. Several community agencies have reported that parent engagement appears to be increasing.

WEEKLY SERVICE DELIVERY CHECK-IN**Ramsey County Correctional Facility**

- Facility residents have better access to phone services, and clients are provided a 10-minute phone call option each day to connect with family members. There are no fees or costs assessed for these calls.
- RCCF is covering the cost of these calls which will be approximately \$1400/month.
- The Volunteers in Corrections (VIC) program may be helping to subsidize client costs for phone services at the RCCF until a new vendor service is established with no ongoing costs to clients in the facility.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?**Department**

The department continues its ongoing efforts to work with community members and community-based providers to identify resources for clients impacted by poverty and racial disparities during this difficult time:

- Continue to check in with our community partners such as Ujamaa Place, Neighborhood House, High School for Recording Arts, Youthprise etc. to maintain productive partnerships.
 - Recently, in anticipation of the early releases from state prisons, worked to connect Ujamaa Place with the DOC about possibly having Ujamaa provide housing for releasees. Also facilitated a connection between Ujamaa Place and a local community vendor to secure 25 refurbished laptops for distance learning.
- Continue to communicate with community to order to answer their questions their concerns and take suggestions.
 - Leadership is participating in a community sponsored webinar on May 14th and a Ramsey County Sponsored Town Hall meeting on May 18th where we will present information on services and reform efforts, field questions, and listen to suggestions/advice on Corrections response thus far to the pandemic.

Adult Probation

- The removal of financial barriers (probation fees waived, EHM fees waived, etc.) has allowed justice involved individuals, particularly those most impacted by poverty and racial disparities, to focus any financial resources on family needs.
- Barriers such as childcare and transportation that have typically impeded client success on probation have been reduced because agents are providing more services in the community.
- During this timeframe, agents are continuing to monitor levels and availability of resources needed for mental health, financial assistance, food, and housing services for clients.

Juvenile Probation

- Youth and families need technology devices and Wi-Fi to participate in virtual hearings via video. Some families are not able to participate due to limited resources, particularly for economically challenged populations. We are working to find solutions to help families and youth find alternative ways to stay connected through technology.

Ramsey County Correctional Facility & Juvenile Detention Center

- As the department has initiated processes which have allowed more people to be released from custody, we will be working on ways to sustain these changes and offer more community-based solutions and services well into the future.

Administrative Services

- Monitoring staff redeployments as County service needs evolve and working to assure that all staff have the same level of opportunities to provide leadership and services across the department, the County and community.

WEEKLY SERVICE DELIVERY CHECK-IN

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Department

- Leadership will need to continue supporting all staff across the entire department and the County and work collaboratively as we manage through significant and potentially permanent changes in how we deliver services. Ongoing staff redeployments need to be better coordinated and communicated. They will also require productive and effective partnerships between labor representatives, management, supervisors and leaderships throughout the County.
- Continue to work closely with Public Health and County Logistics to maintain an adequate supply of PPE.
- Staff representatives will continue to work with County IS partners to ensure technology meets the needs of staff, clients and stakeholders including electronic document processing, electronic signatures, and virtual communication platforms.

Adult Probation

- Working with our court partners to develop alternatives to in-person probation hearings, e.g., Sanction Conferences, to keep clients in the community while holding them accountable.

Juvenile Probation

- Will work with Youthprise to purchase more chrome books for youth at reduced prices. This allows youth to continue programming, education and to check-in with Probation agents.

Juvenile Detention Center

- Research options to continuously improve social distancing options for youth.

Deputy County Manager Comments

- Continue working collaboratively with IS to address any and all technology needs that arise to better serve staff and residents in our care.
- Connect with DCM regarding any issues related to developing and sustaining a long-term plan for permanent practice and service delivery changes.
- Staff and resident safety is of utmost importance. Continue to address physical space for social distancing concerns and collaborate with Public Health on any additional issues.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

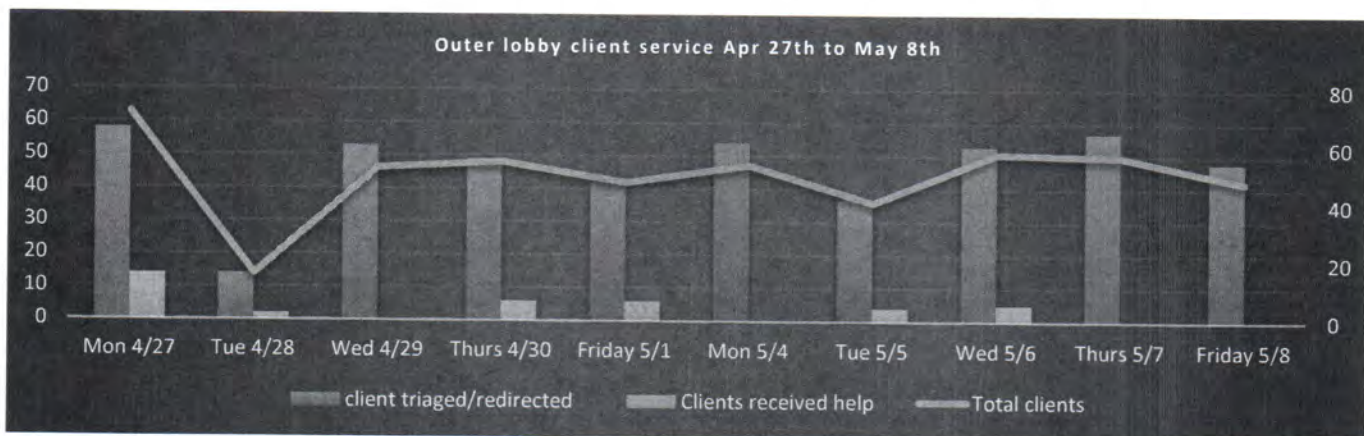
DEPARTMENT

Financial Assistance Services

1. Describe how service delivery went this week. What has been working well?

- Department operations are streamlined under our service delivery redesigned model and we continue to deliver services to residents in the most efficient manner under this circumstance.
- In general, we continue to serve our clients over the phone, online, and by mail-in services. Public assistance programs that previously required an in-person interview continue to be managed by phone.
- Majority of department staff are working remotely and have been able to process benefits as quickly as possible without major issues.
- The FAS Call Center stats shows that we are receiving less calls, but the percentage of calls answered has significantly increased.
- To stabilize lobby staffing, the department has created two special lobby teams that will staff the lobby until the emergency declaration by our County Board ends. The tier 1 team will consist of individuals who voluntarily worked in the lobby more than once. The tier 2 team will provide backup coverage to tier 1 team members and will consist of staff who have voluntarily worked in the lobby at least once. Lobby team members will work in four-hour block shifts.
- Volume of clients seen in the lobby for the last two weeks continued to fluctuate. Data tracked from Monday, April 27th through Friday, May 8th, shows that there was a total of 502 clients who visited the outer lobby. For the last two weeks, only 37 clients (7.3%) needed further assistance from the desk financial worker because their issues needed to resolve accessing the public assistance benefits system, MAXIS.

Day	Mon 4/27	Tue 4/28	Wed 4/29	Thurs 4/30	Friday 5/1	Mon 5/4	Tue 5/5	Wed 5/6	Thurs 5/7	Fri 5/8
client triaged/redirected	58	14	53	49	42	54	37	53	57	48
Clients received help	14	2	0	6	6	0	4	5	0	0
Total clients	72	16	53	55	48	54	41	58	57	48



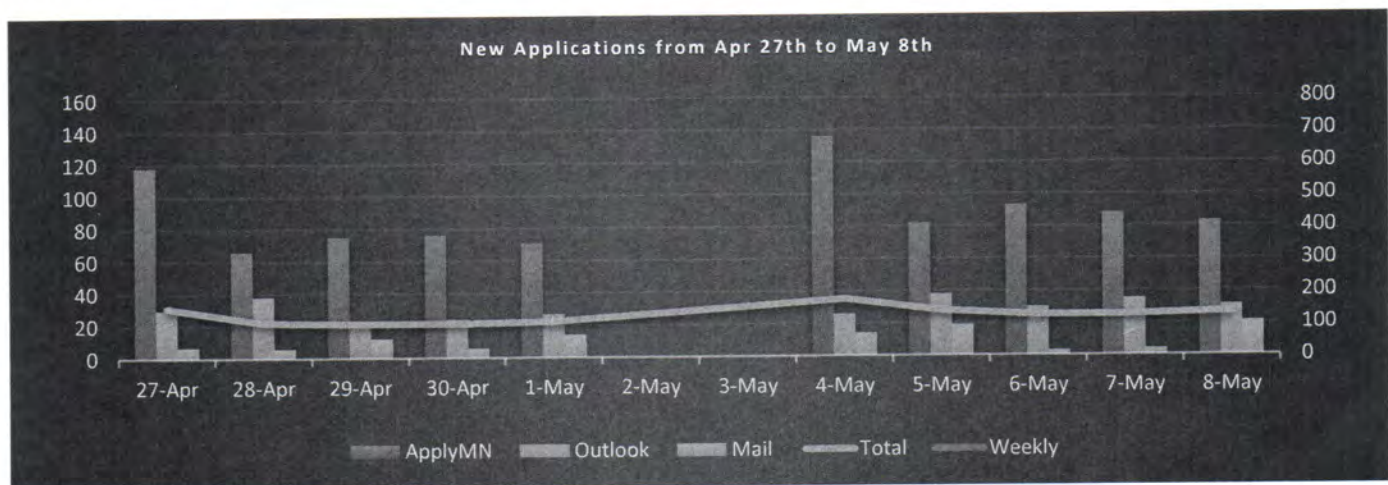
HEALTH AND WELLNESS

Week 9: May 10 – May 16

WEEKLY SERVICE DELIVERY CHECK-IN

- Although the trend of new applications received by the agency has been fluctuating, the volume of the new applications for the last week was higher than our normal weekly average before the COVID-19 pandemic, which was 600 per week.

	ApplyMN	Outlook	Mail	Total	Weekly
Date					
27-Apr	118	30	7	155	
28-Apr	66	38	6	110	
29-Apr	75	19	12	106	
30-Apr	76	24	6	106	
1-May	71	27	14	112	589
4-May	136	26	14	176	
5-May	82	38	19	139	
6-May	93	30	3	126	
7-May	88	35	4	127	
8-May	83	31	21	135	703



2. What has been challenging or concerning as you implement new service delivery approaches?

- None

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- None

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- No change from last reporting period and we continue to monitor and evaluate our redesigned service delivery model and detect any potential aspect that might have an impact on racial equity.

WEEKLY SERVICE DELIVERY CHECK-IN

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- When current waivers that affect all public assistance programs end, there will be an increase of workload and the demand from residents will spike. To ensure an adequate staffing is in place, the department is developing strategies to hire temporary clerks. With this approach, we will have the flexibility to re-allocate existing staff to more skilled tasks and fill the gaps with temporary clerks. The primary role of these clerks will be reaching out to clients proactively and educating them to submit required paperwork before their public assistance benefits are terminated.

Deputy County Manager Comments

- Connect with DCM regarding any issues related to developing and sustaining a long-term plan for permanent practice and service delivery changes especially as it relates to staff remote work.
- Continue to plan for staffing needs due to the potential for surges in benefit applications.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Housing Stability

1. Describe how service delivery went this week. What has been working well?

- Team working on federally funded projects is doing amazing work. Submitted 2020 Point in Time Count data, ready to update HUD performance measures and turn in racial equity needs assessment. Good connection to Economic Development Steering Committee data!
- Former Budget Manager assigned as finance lead for homeless area from CFO. Thank you!
- Promising lead on hotel to move congregate family shelter into own rooms for physical distancing.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Divergent COVID-related family shelter protocols across family shelter system. There was an appeal this week.
- More frequent occurrences of symptomatic or COVID + at Housing Support settings and other board and lodges. No isolation and or quarantine spaces set up for smaller congregate settings.
- Collaborated with directors to chart path forward for youth drop-in center. More research is needed.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- We will focus on creating, negotiating and finalizing contract for physical-distanced family shelter at new hotel/facility.
- Analyzing family shelter COVID protocols across the region to see if shelters in Ramsey are on the same page. This could result in changes to family shelter policy.
- Reduced capacity at Higher Ground due to protective housing units in hotel.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Adjustments to family shelter policies could help families in emergency shelter, the majority of which are African American families.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Potentially work with the Planning Functional Team to obtain a graduate school intern to do research projects.

Deputy County Manager Comments

- Continue working collaboratively with partners to align shelter protocols across the region.
- Maintain focus on securing additional hotel shelter rooms.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Health and Wellness Administrative Division

1. Describe how service delivery went this week. What has been working well?

- Contracts for hotels for homeless residents have been put in place and more are in the works.
- The Incident Command Center video was helpful in sorting out roles and expectations. The Housing Planning Chief will attend the Planning Unit Team Meeting this week to explain the IMT planning structure for housing. This will help staff to understand the vision for the future housing office and how it relates to work being done now.
- Virtual training has been successfully incorporated into LMS training sessions using Zoom.
- Reports to the Department of Human Services for the data warehouse, Mental Health Center Crisis Unit, and MedFX were provided on time.
- Evaluation of Coordinated Entry will be complete this week. HUD-required race equity needs assessment of the Continuum of Care for homelessness is nearly complete.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Helping providers adapt to unfamiliar invoicing processes, but these are getting resolved.
- Microsoft Teams has not been working well for meetings, particularly with community providers. There are glitches and lags in video. IS Help Desk has been informed of these issues.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- More BFSS on-site staff will start working remotely on a rotating schedule.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- We are having a town hall meeting with the contracted providers and looking forward to their feedback.
- A leader from another department is inquiring about early childhood resources – COVID responses for young children, particularly children in poverty and those who identify as BIPOC.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Additional Zoom licenses for contract managers. Microsoft Teams does not work well for meetings with community/vendors.
- We are still waiting for the Cherwell ticketing system to be rolled out to BFSS.
- Inventory registration and an automated tracking tool of computer equipment and peripherals is required. We have been using Excel sheets and manual processes to track.
- Several vacancies need to be filled and awaiting permission to hire.

WEEKLY SERVICE DELIVERY CHECK-IN

Deputy County Manager Comments

- Continue working collaboratively with IS to address any and all technology needs that arise to better serve staff and the vendors we support.
- Connect with DCM regarding any issues related to developing and sustaining a long-term plan for permanent practice and service delivery changes especially as it relates to staff remote work and services delivered to our business partners.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT Public Health

1. Describe how service delivery went this week. What has been working well?

Correctional Health –

- * Delivery went well, ADC, RCCF, JDC able to start the tracking of isolation, quarantine and testing in jails.

WIC –

- Curbside service for eWIC cards last two weeks, 52 cards total. Requests for curbside card pick up varies each week. Medical formula pick-ups, 1 total; No request to complete appts onsite out of the 1700 clients served.
- Mailed 200+ eWIC cards this past 2 weeks. This number seems to vary week to week as well as the total curbside card pick-up

Health Protection – no information to report for this period.

Administration –

- HouseCalls – additional funding for rental assistance through our partnership with Minnesota Community Care will help to provide response to the increased requests for assistance.
- Vital Records – streamlining process for marriage license application appointments to minimize in-person contact.

Environmental Health –

- Review and respond to Water Gremlin related regulatory submittals
- Food scrap compost (~650 cubic yards) purchased by R&E with Ramsey-only funds – hauling compost to community gardens, yard waste sites as part of food security/market development focus
- Attending town hall with Commissioner MatasCastillo along with R&E staff
- Now using self-assessment documents for remote inspections
- Due to Covid-19, we are offering a payment plan option for businesses to pay over time and still be considered licensed.
- Preparing for food establishments and pools to reopen after 5/18, including outdoor pool licensing and inspection

Family Health –

- HFA PHN continues to test and have success using Microsoft Teams doing virtual visits with families with and without interpreting needs.
- Had 1st Division training using MS Teams without any difficulties
- Staff who participated in the RC Townhall meeting was happy with RC Human Services waiving verifications and extending renewal for some of the benefits
- Car seat delivery and safety teaching for non-English speakers are being addressed.
- Monitoring newborn weights following Family Health COVID-19 Adapted Processes has been implemented and effective in identifying inadequate and adequate weight gain and medical referral as needed.
- Collaboration between WIC staff and PHNs to support early breastfeeding.
- Communication about ICS structure and changes appreciated by staff.

Healthy Communities –

- Calls and mailing continue for CTC – although as more staff are being pulled into ICS, this is becoming more challenging
- Staying in touch with community members. Making new connections has contributed people reaching out about topics other than COVID

WEEKLY SERVICE DELIVERY CHECK-IN

Clinical Services –

- Continue to use telehealth – video and phone-based services; clinicians continue to determine who needs to be seen in person with proper PPE. SOS continues without change this week.
- The Tuberculosis Clinic has secured hours, albeit reduced, for our contract Physician Assistant from Health Partners.

2. What has been challenging or concerning as you implement new service delivery approaches?

Correctional Health –

- Contingency Plan for staffing of health care workers; extra time it takes to hire, thinking about plans for those who are high risk and been in contact with COVID positive people, or are sick themselves to be replaced with trained staff who can be or are licensed and trained to do this work.

WIC –

- The MW WIC clinic site has faced some challenges. This location has recently started COVID testing without a plan to keep WIC staff abreast of the information and safe. Temporarily relocated each staff to another WIC site. Property management is working on securing temporary space for Midway WIC.

Administration –

- Continue to work on billing set up for telehealth services to capture revenue. **HouseCalls** – Two of five staff unavailable to work.

Environmental Health –

- Businesses are not able to pay license fees due to their staff who cut the checks being laid off or furloughed.
- It has been challenging to reach some business representatives due to business temporary or permanent closings.

Family Health –

- Unreliable internet continues to interfere with the quality of virtual visits
- Helping undocumented families access services
- Some clients continue to have delays in receiving their state unemployment benefit
- Clients referred to clinic for COVID-19 testing due to symptoms and refused testing (including low income, undocumented, minors)
- Some clients feeling need to continue working even when not feeling well.
- Assure that maximum revenue sources are maintained.

Healthy Communities –

- Shifting of leaders and shifting activated members in ICS teams.
- Staff challenges with ergonomically safe placement of hands, arms, neck and back while working at home.
- CTC staff are continuing to hear about food insecurity and financial insecurity among families at an increasing rate

Clinical Services –

- Staff have a heightened concern when clients are in the building. Implementing a new process for clinicians determining the need for patients to be brought in as well as ensuring that everyone is maintaining proper distance and wearing appropriate PPE.
- There have been recent guidelines for facilities to continue vaccination of children. We are considering options and redesign for the Immunization clinic as we look at recommendations by the State and CDC.

WEEKLY SERVICE DELIVERY CHECK-IN

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

Correctional Health –

- No service delivery changes for next week; will need to discuss plans for staffing in the future.

WIC –

- Started mailing ROI's (Release of information) due to Adobe Sign not available yet.

Family Health –

- Exploring incentives to keep family engaged in services and/or to do virtual visits (and not just phone call visit)
- Continue to explore with WIC, clinics, and hospitals ways to reduce systems barriers for referring families interested in home visiting services.
- Continue to focus, support, and refer families to clinics for childhood immunizations due to reduced quarterly immunization rates and support clinic check for blood lead levels.

Clinical Services –

- Considering providing Hepatitis A vaccines to syringe exchange services clients. Brief interviews would be done at the door and/or maintained with 6 ft distance; the injection would be done with brief interaction while using proper PPE.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Correctional Health –

- Will be discussing this week access to care for isolated and quarantined patients at the ADC to ensure they are able to access health services while in isolation or quarantine.

WIC –

- Because we are not at our Midway WIC clinic, we are currently offering Midway WIC participants curbside pick-up at other WIC clinics. We are working on a solution with property management.

Family Health –

- Undocumented communities afraid to access COVID related testing and care due to lack of health insurance.
- Literacy and language issues in communicating with families even with an interpreter with unfamiliar process or things (i.e. how to use an EBT card)
- Access to services requiring cars, even COVID-19 testing.
- Continued concern for the risks and wellbeing of low resourced, multigeneration families residing together in too small environments, and the increased risks of their work in low paying jobs, including the Karen population.
- Continued concern for young African American men to wear masks due to fear of accusation and injury.
- Staff pain and discouragement when continuing to learn that their racial community is at higher risk for COVID-19 and death.

Healthy Communities –

- Staff of color are feeling burned out. They often are getting many questions from the community and family members about COVID-19 and other resource needs.

Clinical Services –

- We hope to improve rates of Hep A vaccine in people who are using IV drugs by implementing some distribution of vaccine to high risk individuals.

WEEKLY SERVICE DELIVERY CHECK-IN

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

WIC –



- Adobe Sign for ROI's

Family Health –

- Clients are asking if Ramsey County will be providing masks to residents especially now that several businesses are requiring masks.
- Collaborate with partners to diminish barriers to referral and seek system changes to assure the issue is resolved soon.

Healthy Communities –

- CTC is testing Jamba software for their staff to allow them to use their PCs to make and take calls. This is being tested with two staff.

Deputy County Manager Comments

- Connect with DCM regarding any issues related to developing and sustaining a long-term plan for permanent practice and service delivery changes especially as it relates to staff remote work.
- Approval for an electronic signature solution for Ramsey County will be addressed by the Technology Governance Committee next week.
- Continue to plan for and adapt to changes in staffing needs.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Social Services

1. Describe how service delivery went this week. What has been working well?

Care Center

- Service for those on precautions is being reviewed due to the reduction of PPE available (isolation gowns)
- Screening has worked well at one access point to the facility.
- Tracing of staff exposed to COVID-19 went well.

Lake Owasso

- Service delivery at LOR has been smooth without illness or staffing challenges.

CP Intake

- Intake and screening calls increased slightly compared to previous 2-3 weeks.
- Staff feel supported and have necessary PPE for home visits.

CP Case Management/Early Intervention

- Service Delivery went well this past week. There was an increase in the number of Internal Mapping requests for Early Intervention, which is exactly what we are looking for to help teach staff how to map for safety.
- One family to challenge the safety plan created by the agency and family. The County Attorney's Office is being consulted because the safety network is not able to work the plan with the mother to keep her son safe.

Family Support

- Staff can obtain PPE gear on the 6th floor but would like to have it available on the 7th floor in a supervisor's office. Many staff want to prepare for the inevitable return to community work. Some get random requests to transport a child, do CAD\$, or some other visitation reason. Most visits are for licensing new homes when a face-to-face of the facility has to be done: These are scheduled late in the process, after fire inspections are completed, and then we consider a face-to-face visit of an "empty" home, (e.g., can provider wait outside, etc.).
- Approved 3-4 COVID-19 related variances related to age distribution, and when within 90 days a child ages into the older age bracket and the variance resolves naturally. One license resolved and didn't need variance at all as the worker was able to make a C2 into a C3 license. These COVID-19 variances have also helped to clarify the County's variance procedure overall.
- Case assignments from Child Protection Services to Permanent Connections Unit has greatly improved over past six weeks, supervisors are able to let go of old practices and embrace a more electronic system. Conflicts are lessened.
- Foster Care and Adoptions have noticed a slower process related to processing of payment. Complaints come to the workers to solve the issue for providers - not getting paid or process is slowed down. Billing Office staff are also working remotely and much of the payment process is by snail mail, so the process is longer, but key account clerks were identified as point of contact to resolve complaints. This has helped the communication between worker and provider.

Diversion Team

- 3 new employees with impressive skill sets hired, waiting for approval for 4th Child Protection worker.

Crisis

- Crisis supervisors continue to be in communication with community hospitals, law enforcement agencies and social service agencies as a resource for providing clients with the least restrictive options of care.
- Adult and Child Crisis workers continue to provide services in the community and at 402 University. Some staff are located in the community to respond to calls.

WEEKLY SERVICE DELIVERY CHECK-IN

Detox

- Received PPE order, supplies of masks, medium and large gloves.

Mental Health Center

- Continue to deliver services via walk-in, telephone, and telehealth. Working on implementing group telehealth services.
- Room in clinic now set up for telehealth, so clients without personal access can come into the clinic and meet with their providers who may be working remotely.
- Continuing non-contact visits in the Adult Detention Center facility.
- Service delivery has gone well this week, staff is staying busy with clients and they are able to effectively meet clients where they are.

Adult Support

- Prepetition Screening – No change.
- Adult Protection – The team continues to work well remotely. The supervisor worked remotely one day this week, which she previously chose not to do with concern that staff may not reach out in the same manner if she was not in the office – She discovered this was not true! The communication continued seamlessly as if she was in the office.
- Adult TCM- Things appear to be going well overall. Staff are still connecting with clients. April contact sheets showed that some case managers were having multiple contacts with some clients.

MnCHOICES

- There have not been any scheduling delays with virtual/phone assessments.

2. What has been challenging or concerning as you implement new service delivery approaches?

Care Center

- PPE being delivered and here timely. Masks and Isolation gowns are the latest concern.

Lake Owasso

- Ongoing extra costs associated with having more staff on during day shifts while residents remain out of their day programs.

CP Intake

- Keeping staff safe as they make their visits in the field face to face to support families and meet the requirements of meeting victim timelines. Great support from leadership to ensure proper PPE's.
- Staff keeping up with Signs of Safety planning meetings that happen frequently and take a lot of time. It is important work and we need to plan to maintain this level of commitment once we get back to our new normal.

Family Support

- For re-licensing, we can work on paperwork and get a lot completed all the way up to a home visit, when visiting restrictions are removed then complete the licensing process. DHS permits this, but some of the group homes don't want any contact at all, nor do they desire even to begin paperwork or to do any videoconferencing. They are looking solely for a three-month extension. This of course means licenses in those homes will stack up, if they only consistently ask only for an extension. Licensors will first try and then they document a "no" and move on.
- Continue to refrain from background screening in licensing. Feds pulled back from allowing fingerprinting to happened. A good thing for Ramsey, however, is the number of fingerprints we accomplished ahead of COVID-19. We

WEEKLY SERVICE DELIVERY CHECK-IN

have only 100 providers left to obtain fingerprints. When we look at neighboring counties, we believe we are ahead of the game.

- Day Care Licensing (FCC) businesses still feel a bit touchy about grants, providers believed all would have qualified for the Governor's daycare grant, but in fact only 25% were eligible for this initial grant. DHS didn't seem to provide rules about eligibility ahead of time. This left some feel disheartened. Also, some providers felt they needed to close down entirely during these past 7 weeks as many parents picked up their kids from daycare and brought them home during COVID-19. Many parents are not paying to keep their slots and viability of the business is lessening.

Diversion Team

- HR Process can be challenging.
- Approval for 4th Child Protection and Mental Health Professional Workers.
- Social distancing and training staff in person.
- 24/7 scheduling.

Crisis

- Crisis supervisors are not able to identify the staff member who receives call center calls when dispersed by Jabber. This resulted in having to call each potential staff member for clarification.
- Masks hinder communication with individuals who have difficulty hearing, are anxious or having paranoia about people.

Mental Health Center

- Continue to struggle with obtaining needed documentation from clients. It would be useful to have those documents in an electronic format.
- Implementing telehealth groups has been a challenge because choosing a solid platform has caused some skepticism, however, the staff is getting closer to starting up groups and have a better plan for meeting client where they are and utilizing available platforms currently available to us.

Adult Support

- Adult Protection - There is growing concern that the integrity of our work will be compromised if the current service delivery implementation does not include face to face contact, and sometimes unannounced face to face contact with individuals suspected of adult maltreatment. Much of the work that we do is about assessing the person and assessing their environment. We utilize assessment skills that rely on assessing facial expressions, pauses in conversation, focus, tracking etc. We also analyze a person's environment and the validity of what they are telling us they need assistance with, or have in the home (food, medication, supplies) etc.
- Adult Case Management - Ensuring that clients are following up with service providers via phone contact. A few clients have missed Diagnostic Assessment appointments as well as intake appointments for day treatment. This can further delay services needed.
- We have suspended UA testing. Case managers will check in with clients and providers to assess any concerns related to substance use and have clients test as needed.
- Rapport building with new clients over the phone. Most providers are doing phone contacts so the ability to just engage and develop rapport with clients is challenging.

MnCHOICES

- Phone assessments sometimes leave assessors/families feeling disconnected (especially when multiple follow-ups are needed for documents etc).

WEEKLY SERVICE DELIVERY CHECK-IN**3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.****Care Center**

- Preparing to revise how gowns will be used: for a one-week period versus one day by each staff in each resident room (following MDH/CDC protocols).

Lake Owasso

- Day Programs (2 so far) have sent info on plans to reopen. We checked with DHS and they issued a directive that they remain closed as long as the Stay at Home order is in place. Eventually, they will reopen. We have sent a letter to stakeholders about the matter and are seeking input. We are monitoring the situation and looking at possible plans, such as keeping higher risk individuals back from programs and expanding our in-house Day Services program.

CP Intake

- We will continue to read and following DHS guidelines/bulletins that seem to be happening on a weekly basis and adjust as necessary to support residents and staff.

CP Case Management/Early Intervention

- Case Management received another DHS update regarding face to face contact. This will affect our numbers for face to face contact in April because contact numbers had already been reported and cannot be changed. DHS sends new updates almost weekly, due to COVID-19 response. They are predicting that workers will be safe enough to have regular face to face contact by June. This will likely change due to updated Governor's Stay at Home order.

Family Support

- Even though DHS appears to be writing almost weekly or holding some type of Webinar updates, the impact on licensing changes in service delivery are not significant. There is a lot of time spent on reading/interpreting.
- Much of the staff are actually waiting for Governor to lift some of the sanctions so face to face contact (with appropriate social distancing and masks) can start to occur.
- There remain some homes with landlines. Videoconferencing can't happen. Otherwise, they contact by phone but this has not been counted as a billable hit. We are considering purchasing more phones and providing them to families with landlines.

Adult Support

- Adult Protection - This week the team will begin discussions about where we may start to see people even if it is not designated as the person being in a "critical" situation. We will begin to analyze and compare how we typically would have done our work, and where we may need to start to add back in visits with PPE that are necessary vs critical. Staff will be made aware that their willingness to increase visits and see people will be personally optional, but they will be asked to critically assess their cases and volunteers from the unit can be utilized to see clients from other's caseload if necessary. Supervisor is also available and willing to do face to face visits.
- Staff will try to coordinate with community providers to be available to participate in the phone calls to facilitate engagement with clients who lack the ability to do so alone.
- Case managers will discuss suspension of UA testing with providers and how to have continued monitoring of possible substance use without a test. Staff will also consult with Forensic Community Support if there is suspected use.
- When transferring cases, case managers will try to arrange warm hand-off with some type of video conferencing if possible.

WEEKLY SERVICE DELIVERY CHECK-IN

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

Care Center

- Staff without health insurance is broken along the same lines as overall percentage of staff ethnicity.

CP Intake

- We continue to see a disproportionate number of reports against people of color. We are working to support all families with the Signs of Safety model but are paying special attention to our families of color, being creative to make sure families are safe and can be kept together whenever possible. The goal is still to avoid court whenever possible.

CP Case Management/Early Intervention

- We have the opportunity for staff to attend an upcoming Race Equity COVID-19 response training. I have encouraged staff to register as the purpose is to be aware of how support services impact our indigenous residents. This training is a Webinar offered by "The Forum on Workplace Inclusion" to discuss the impact on American Indian and African American Families.

Family Support

- Staff are watching webinars on race equity in time of COVID-19, learning about demographics and unequal distribution of cases of COVID-19 and deaths. Some of the direct impacts are not as transparent in licensing.
- The youth aging out of foster care who lost jobs as result of economy shutting down are finding new work in essential areas that involve delivery, stocking, grocery work and the like and would naturally be more at-risk. In the economy as a whole, these disparate impacts of at-risk jobs have fallen on communities of color.

Diversion Team

- Many that continue to affect and impact African American and American Indian families in the child protection system. Abuse, Domestic Violence, Mental Health-and how it impacts the brain development of children, trauma and contributes to ACES (adverse childhood experience), distrust of government agency, law enforcement.
- When my staff begin to partner more with Law Enforcement, my concern would be how they are received and treated as professionals. I have a racially diverse team currently: AA woman, E. African woman, and Asian woman. Including myself, so I'm starting to think ahead about relationships, how my team will be received.
- Would like to see healing work with the community to rebuild or gain trust with the community. I would like my staff to be a part of this process to advance racial equity work.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

Historically, Care Center and Lake Owasso had relationships with suppliers for PPE. These relationships have been broken and we are now unable to place orders with them. Anne will be following up with IMT logistics to see if we can re-establish these long-standing relationships.

Care Center

- We have been contacted by the news media. We are now listed as a facility that has been exposed. A letter to families has gone out. Calls to all families have been made. Staff have been informed and a letter has gone to them also.

Lake Owasso

WEEKLY SERVICE DELIVERY CHECK-IN

- Still hoping for access to surgical masks for staff as it appears this will be a fairly long-term need. As residents begin returning to day programs and eventually accessing the community more in general, masks would be needed for them as well. We continue to use cloth masks for staff.

CP Intake

- Continued support with PPE is appreciated for investigators and support staff who are out in the community everyday delivering CADS. Staff feel supported and know that the agency is doing its best to make sure they have the necessary equipment to do the job and feel safe.

CP Case Management/Early Intervention

- Continued training offered to staff.
- The approval to shift work assignments as needed, (staff that are less busy, to assist in other areas as needed that are within their roles of support).

Family Support

- Staff are anxious about changes to the stay at home order.

Diversion Team

- Continue working on the Diversion Team Model.

Crisis

- Overtime for supervisors who are needing to work weekends and evenings.

Mental Health Center

- We will begin distributing the devices and phone minutes provided by the county to clients who lack access to telehealth this week. We may require additional minutes as the cards provided allow for 60 minutes, or the equivalent of one therapy session.
- I believe we are getting closer to launching telehealth for SUD programs and therapy groups. More information has been gathered and we are continuing to formulate plans for implementation.

Adult Support

- Adult Protection - Increasing face to face visits means we will need to increase the amount of PPF we use and explore if other safety measures are needed.

Deputy County Manager Comments

- Connect with DCM regarding any issues related to developing and sustaining a long-term plan for permanent practice and service delivery changes especially as it relates to remote staff work.
- Staff and resident safety is of utmost importance. Continue to address social distancing and PPE concerns and collaborate with Public Health and/or the IMT on any additional issues.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments

WEEKLY SERVICE DELIVERY CHECK-IN

DEPARTMENT

Veterans Services

1. Describe how service delivery went this week. What has been working well?

- Effective, efficient levels of customer service and responsiveness continue to be maintained.
- Staggered staffing in office has provided needed support with mail processing and distribution, fax processing and other functions.
- Weekly staff meetings have helped with communication, connection and coordination.
- Staff pulled together and took on more duties to cover for staff out on FMLA.

2. What has been challenging or concerning as you implement new service delivery approaches?

- Minnesota Department of Veterans Affairs (MDVA) COVID DISASTER grant processing continues to be very slow.
- Ramsey VSO requested Minnesota Association of County Veterans Services Officers (MACVSO) leadership reach out to MDVA and offer again to assist with backlog of COVID Disaster grant submissions.
- Support staff out on FMLA and uncertain when or if will return.

3. What service delivery modifications (if any) will you need to make for next week and why? Please note, significant changes will need to be approved by the county manager.

- None needed at this time.

4. What racial equity impacts are you seeing for residents, particularly those most vulnerable and impacted by the COVID-19 crisis that impact your department's service delivery approach? What about racial equity impacts for staff in the department as you implement redesigned services?

- Town Hall meeting for Veterans Services will occur May 13th and follow-up on input from community is planned.
- New marketing material created for use in distribution to Ramsey County communities of color.

5. What new or additional supports and resources are you hoping to access to implement your department's service delivery vision?

- Finding new options for working with our community partners remains a priority. Meetings with partners like Minnesota Assistance Council for Veterans should inform how we can collaborate to achieve better outcomes for homeless veterans.
- Veterans Services will initiate intensive marketing of our services in cooperation with Communications.

Deputy County Manager Comments

- Connect with DCM regarding any issues related to developing and sustaining a long-term plan for permanent practice and service delivery changes especially as it relates to staff remote work.
- Thanks to leadership and staff who are working tremendously hard during this pandemic!

County Manager Comments